

1. Why did you choose Carey Pott to assist you with the borrowing process?

CAREY HELPED A FRIEND WITH HIS FIRST HOUSE AND SAID THAT CAREY WAS EASY TO DEAL WITH AND WOULD WORK HARD TO HELP ME.

2. With 1 low and 10 high, please rank how he met your expectations.

1    2    3    4    5    6    7    8    ⑨    10

3. In thinking about the borrowing process, what did he do for you that was most valuable?

Please comment. HE BROKE IT DOWN FOR ME SO THAT I UNDERSTOOD, HELPED WITH A BETTER CREDIT SCORE. I THOUGHT IT WAS A GREAT EXPERIENCE - NO SALES PRESSURE.

4. Do you feel that you received world-class service throughout the process? Please

comment. IT'S MY FIRST HOUSE, IT WOULD BE HARD TO COMPARE BUT I DO THINK THE SERVICE WAS PERFECT, NOT TOO MUCH, NOT TOO LITTLE ALWAYS AVAILABLE FOR A PHONE CALL TOO

5. Was there anything about the transaction that caused you to feel uncomfortable? Please

comment. NO. I'VE NEVER MET CAREY FACE TO FACE, ON THE PHONE HE IS FRIENDLY AND PATIENT WITH NEW CUSTOMERS.

6. What specific situation stands out most in your mind about the entire process?

THE LITTLE THINGS LIKE THE DMV ADDRESS CHANGE FORM, VOTER FORM HOME DEPOT CARD, MAKES YOU FEEL LIKE A PERSON NOT A NUMBER. NICE TOUCH

7. Will you use Carey for your borrowing needs in the future?

YES.

8. Robert, will you recommend our services to your family members, friends and colleagues?

YES, AND HAVE ALREADY DONE SO.

9. May we share your comments with others?

SURE, SORRY ABOUT THE SPELLING CAN'T FIND THE DICTIONARY

Robert W. Grantham

2/3/06

Robert Grantham

Date